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PREJD
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CERTIFICATE OF HAND DELIVERY

I hereby certify that this correspondence is being hand filed with the United States Patent and Trademark Office in Washington, D.C. on May 6, 2002.


Melissa Garton

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Christian HAVLIS et al.

Serial No.: 10/019,064

Filing Date: December 27, 2001

For: PROCESSING A REQUEST TO AN
OPERATOR SERVICE

Examiner: Not yet assigned

Group Art Unit: Not yet assigned

PRELIMINARY AMENDMENT

BOX PCT

Commissioner for Patents
Washington, D.C. 20231

Sir:

Prior to examination on the merits, please amend this application as follows:

In the Claims:

Please cancel claims 1 & 2.

What is claimed is:

a¹

3. (Amended) The method as claimed in claim 22, wherein at the beginning of the waiting procedure for the request, an anticipated waiting time is determined and, if it is above a predetermined lower threshold value, the call-back entry is generated, otherwise the request is arranged in sequence in the waiting field.

4. (Amended) The method as claimed in claim 22, wherein at the beginning of the waiting procedure for the request concerned, an anticipated waiting time is determined and, if